

# Proclaim PUBLIC LIABILITY CLAIM PROCEDURES

It is vital to provide the right response to incidents on or around your premises – be they minor or serious.

## PUBLIC LIABILITY POSTER

The Manager is to display these procedures in a position prominent to all employees (but out of sight of customers).

## ACCIDENT REPORTING AND INVESTIGATION

It is the responsibility of employees to report promptly to the Manager all accidents and incidents involving third parties, including -

- Near misses (for risk management purposes)
- Fainting and fits
- Property damage
- Any incident involving any bodily injury
- Injury reports extend to security incidents such as forced ejection of patrons and physical denial of entry. Any ejection for intoxication must also be logged.

The Manager must investigate the matter and complete and return a full Incident Report within 24 hours of the accident.

## WHAT IF THE INCIDENT OCCURS WITHOUT MY KNOWLEDGE?



Your customers should be informing you of incidents that occur in areas that are your responsibility. It is the Manager's responsibility to have a method of capturing your customers' incidents. Any incident that potentially could result in liability to you needs to be reported to **Proclaim** for immediate assessment.

## FIRST AID AND WHAT SHOULD YOU DO AFTER A CUSTOMER INCIDENT

Provide a high standard of care and response. If you have staff members trained in first aid ensure they assist to the extent possible.

If requested by the injured person call for a supervisor, a person experienced in first aid, a doctor/ambulance, or the injured person should be accompanied to the nearest medical surgery/hospital.

Call an ambulance or doctor for serious injuries

**While you should not admit liability, that is not an excuse for not providing a high standard of care.**



## INCIDENT REPORT

- Complete the Incident Report/Customer Injury form as soon as the injured person departs
- Witnesses should be identified on the Incident Report
- Ensure you have accurate detail of the injured person (including contact details) and have recorded details of the injury
- If it is a slip or fall injury, inspect the area the incident occurred for reasons for the fall. Also note the customer's footwear or any other factor that may have contributed to the incident (intoxication, skylarking, lack of supervision).

## FOLLOW UP!

- The person who attended to an injured customer should work with **Proclaim** to follow up within a week to ensure the customer is OK. Any complaints should be recorded and communicated to **Proclaim**.

## WHAT IF THEY ASK ME TO PAY BILLS?

- Any request for payment of medical bills or compensation should be directed to our insurance representatives – **PROCLAIM**:

Richard Thomas or Jon Broome

## HOW DO I COMPLETE THE RIGHT FORM?

- Complete the paper based form and forward it to PROCLAIM at 03 9650 7044

**IT IS CRITICAL THAT THE INCIDENT IS NOTIFIED TO US WITHIN 24 HOURS**



Contact **Proclaim**

**PLEASE ENSURE THE FORM IS COMPLETED AND SENT WITHIN 24 HOURS OF THE INJURY OCCURRING TO:**

**Proclaim**  
Level 2, 134 Flinders Street  
Melbourne 3000  
Phone 03 9660 5200  
Fax 03 9650 7044  
[rthomas@proclaim.com.au](mailto:rthomas@proclaim.com.au)

**PROCLAIM HELP DESK**  
**1300 552 446**  
**CONTACT: RICHARD THOMAS**

**Where urgent advice is required please call the Help Desk. If in doubt about these procedures, call.**

AUTHORISED: \_\_\_\_\_

DATE \_\_\_\_\_

Our **OBJECTIVES**:

- To promptly record incidents that occur on site so we can minimise exposure for you
- To monitor progress of claims
- To reduce the risk of such incidents re-occurring
- To provide risk management information
- To minimise public liability premiums